

# Analysis of Open-Ended Questions in the Statewide Needs Assessment Survey

As part of the work on the Missouri Master Plan on Aging: Missourians Aging with Dignity, the Division of Senior and Disability Services within the Department of Health and Senior Services conducted a statewide needs assessment. The contracted entity, Polco, did not analyze twelve open-ended questions. The answers to the 12 open-ended questions were analyzed by putting them into categories and then determining the number of responses for each category. The analysis of each open-ended question is contained in this document. The narrative behind each question lists the number of responders, the number of nonapplicable responses, and the final number of responses (which could be more or less than the number of responders due to multiple responses and the duplication of responses in the final numbers. Fewer responses could result from the number of non-applicable responses recorded.)

The twelve questions were:

- [Question 2: Which of the following disabilities, if any, do you currently have? \(Answered “Other”\)](#)
- [Question 8: What other support\(s\) do you think you will need to provide care to a friend or family member?](#)
- [Question 9: What is your employment status? \(Answered “Other”\)](#)
- [Question 11: Which, if any, of the following employment-related challenges have you faced in the last 12 months? \(Answered “Other”\)](#)
- [Question 14: Does your current residence need home repairs \(e.g., a new roof or heating system\) to improve your ability to live safely? \(Answered “Yes” then marked “Other” for barriers that have kept you from making the repairs.\)](#)
- [Question 17: If you have access to or use any additional types of transportation, please specify here.](#)
- [Question 18: What barriers, if any, have you experienced in accessing transportation in the past 12 months? \(Answered “Other”\)](#)
- [Question 21: What was the outcome of your fall\(s\)? \(Answered “Other”\)](#)
- [Question 25: By which types of health insurance, if any, are you currently covered? \(Answered “Other”\)](#)
- [Question 33a: What are the reasons you do not have high-speed internet/broadband at home? \(Answered “Other”\)](#)
- [Question 36: What other needs not already addressed in this survey do you have to live and age with dignity in Missouri?](#)
- [Question D8: What is your source\(s\) of household income? \(Answered “Other”\)](#)

## Question 2: Which of the following disabilities, if any, do you currently have? (Answered “Other”)

(728 responders chose “other” as an answer to this question. The total number of identified disabilities is greater than the total number of responders, as many had multiple identified disabilities. The total number of identified disabilities was 1,088 (including duplicated responses)). The most common self-identified disabilities are listed in the chart below:

Other disability	Number of responses
Arthritis/joint-related issues	158
Back issue	135
Heart issues/a fib	104
Lung issue	99
Diabetes	65
Cancer	47
Autoimmune condition	39
Fibromyalgia	36
Mobility issues	30
Stroke	29
Kidney issues	26
Alzheimer's/dementia/memory issues	21
Neuropathy	18
Pain (chronic)	17
TBI	17
Vision issues	15
PTSD	14
Headache (chronic)	12
Nerve issue	12
Asthma	11
Cardiovascular issues/circulatory	10
Digestive issues	10
Multiple sclerosis/muscle disorders	10
Parkinson's	10
Hearing issues/ear issues (tinnitus/vertigo)	9
Age	8
Mental health	8
Tremor	8
Allergies/celiac	7
Amputee	7
Covid	7
Lymphatic issues	7
Bone issues/osteoporosis	6
Neurological	6

Other less commonly self-identified disabilities in the survey results include the following: HIV, liver issues, obesity, seizures, thyroid issues, bladder issues, blood disorders, chronic fatigue, hand issues, learning disability, COPD, IDD, limb issues, polio rebound, sleeping issues, speaking issues/stuttering, ADHD, adrenal gland issues, anemia, autism, behavioral health, down syndrome, dwarfism, epilepsy, health, hydrocephalous, malnutrition, paraplegic, prostate, skin condition, Tourette's syndrome, trachelectomy, and tumors (non-cancerous).

## Question 8: What other support(s) do you think you will need to provide care to a friend or family member?

(1,328 responders chose "other" as an answer for this question. The number of identified supports is less than that of responders, as 318 responded "not applicable" or something similar. The total number of additional supports needed was 1,244 (this number is duplicated)). The most identified supports needed to care for a family or friend are in the chart below:

Identified Supports Needed in the Future to Care for Friends or Family Members	Number of responses
Transportation	174
Financial assistance/planning	172
In-home services/chore services	137
Therapy/support groups	106
Respite	73
Adaptive equipment/assistive technology/durable medical equipment	67
No wrong door	64
Mental health support/substance abuse treatment locally	47
Meals	44
Benefit help/information/training	36
Caregiver education/training/standards	34
Universal design	32
Social connection/volunteering	31
Home repair/modification/retrofitting for changing needs	27
Legal assistance	18
Affordable housing	16
Better/more nursing facilities/group homes when needed	15
Caregiver protections at work	15
Occupational therapy/physical therapy	12
Case manager/social worker	10
Planning for the care of a child/adult with a disability when the caregiver is no longer able	10
Local health access/dialysis services locally/telehealth options when possible	8
End-of-life planning	7
Medication assistance/education	7
Paid family support/consumer-directed services	7

Other less often named additional needs include employment assistance/services, hospice care, information on other disorders, medical training in developmental disabilities and geriatrics, patient advocate/patient companion/ dental for all populations, independent housing for individuals with developmental disabilities, Medicare coverage of in-home care/consumer directed services/skilled nursing facilities, pet assistance, support for caregivers out of area/state, assisted living opportunities, exercise (virtual), peer supports, quicker paper processing by state agencies, spiritual support, blind services (large print and special programs), higher rates for Medicaid providers, ADA requirements in public spaces, hearing services for bedbound, Medicaid waiver support personnel, online exercise access, organization assistance, spiritual help, and disaster preparedness education and training.

## Question 9: What is your employment status? (Answered “Other”)

(114 responders chose “other” as an answer for this question. The number of answers to employment status is less than that of responders, as three responded “not applicable” or something similar. The total number of other statuses of employment indicated was 111).

Other employment status	Number of responses
Own small business/independent contractor/farmer	27
Retired	20
Part-time employment	11
Cannot work due to health (didn't mention disability)	10
Full-time caregiver	8
Full-time employment	8
Disabled	5
Disabled- no financial support	5
Unemployed/interested in part-time employment	5
Volunteer	4
Unemployed- did not indicate interest in working	3
Homemaker	1
Rental property	1
Student	1
Survivor benefits	1
Unemployed- with source of income	1

## Question 11: Which, if any, of the following employment-related challenges have you faced in the last 12 months? (Answered “Other”)

(326 responders chose “other” as an answer to this question. The number of identified employment-related challenges is less than that of responders, as 27 responded “not applicable” or something similar. The total number of employment-related challenges indicated was 322 (this number is duplicated)).

Employment related challenges	Number of responses
A job that accommodates individuals with health issues or disability	132
Caregiving responsibilities	48
Being able to live on current/fixed income	39
Would like to work from home/remote options	23
Retired	17
Age discrimination	16
Need health insurance outside of employment	13
Lack of jobs in the area/transportation issues	12
Own business/independent contractor/farming has been difficult	9
Funding cuts	4
Toxic work environment	3
Long hours	2
Part-time employment	2
Background issues	1
Lack of skills	1

**Question 14: Does your current residence need home repairs (e.g., a new roof or heating system) to improve your ability to live safely? (Answered “Yes” then marked “Other” for barriers that have kept you from making the repairs.)**

*(225 responders chose “other” as an answer for barriers that have kept them from making needed home repairs. The number of identified barriers is less than that of responders, as 31 responded “not applicable” or something similar. The total number of other barriers to completing needed home repairs indicated was 220 (this number is duplicated)).*

Barriers to completing needed home repairs	Number of Responses
Costs too much	75
Unable to find service/trust providers/have been victim of fraud before	51
Rent- can't fix; the landlord needs to	40
Can't do it due to illness/disability	20
Don't have time	15
The insurance claim process is an issue	8
Caregiving responsibilities take precedence	5
Family help get it done	1
Hoarder- embarrassed to invite service providers in	1
Homeless- no home to work on	1
Seeking assistance- haven't found it yet	1
Unsure how to fix the issues	1
Weather	1

## Question 17: If you have access to or use any additional types of transportation, please specify here.

*(For this question, 1,283 respondents answered that they have access to or use additional types of transportation. The total number of additional types of transportation is less than the total number of responders, as 674 respondents said “not applicable” or something similar. The total number of additional types of transportation was 662 (this number is duplicated)).*

Additional types of transportation	Number of Responses
Personal vehicle	174
Family/friend/neighbor vehicle	95
Bicycle/tricycle	78
Walking	51
Non-emergency medical transportation through insurance	50
Local public transportation	41
Senior/disabled transportation (city seniors, oats, etc.)	34
On demand transportation (Uber, Lyft, On the go, app based)	23
Electric scooter/wheelchair	18
Utility task vehicle/side by side/4-wheeler/golf cart	17
Area agency on aging/center for independent living	12
Motorcycle	10
Tractor	9
Horse/mule	8
Airplane	7
Volunteer transportation service	6
Provider/staff transportation	5
Ambulance	4
Train	4
Car service/ride share/carpooling	3
Church bus	3
Boat	2
Lawnmower	2
Hitchhiking	1
Rent vehicle	1
Rollator	1
Skateboard	1
Use delivery services to get stuff	1

## Question 18: What barriers, if any, have you experienced in accessing transportation in the past 12 months? (Answered "Other")

(For this question, 488 respondents answered that they had barriers to accessing transportation in the last 12 months. The number of barriers to accessing transportation is less than the number of responders, as 102 respondents said "not applicable" or something similar. The total number of barriers to transportation was 380).

Barriers to accessing transportation in the last 12 months	Number of Responses
Unable to access transportation locally (Non-existent, too far away, no bus stop cover/bench or too costly/requires phone app-don't understand)	172
Cost (to own, repair, pay property taxes and insurance on vehicle)	59
Non-Emergency Medical Transportation/Provider only to doctor's appointments, must give days' notice, can't use when getting outpatient surgery or anesthesia, doesn't show up/rides are capped per month	49
Need transportation assistance, not available (Can't get out of home or into the vehicle on own)	44
Family and friends are more reliable	23
Public transportation is unsafe	11
Need more on-demand (Uber, Lyft, On the Go, etc.) where you don't have to schedule days ahead	6
Need more/safer streets, bike lanes, sidewalks, crosswalks	6
Need more dedicated "disabled" parking	5
Don't know how to find transportation options	2
Reimbursement issues	2
Weather	1

## Question 21: What was the outcome of your fall(s)? (Answered "Other")

(For this question, 151 responders answered "other" for the outcome of their fall. The number of outcomes is less than the number of responders, as 20 respondents said "not applicable" or something similar. The total number of fall outcomes was 149 (this number is duplicated)).

Outcome of Fall	Number of Responses
Injuries (black eye, scrapes, bruises)	46
Broken bones	32
Medical attention needed (not broken bones)	32
It is hard to get back up on your own	9
Physical therapy to improve balance and strength	8
911/ambulance assist to get back up	6
Blacked out or concussion	5
Had to enter a skilled nursing facility/rehab facility	3
Medication for pain	3
Fall led to hospitalization for other issues (pneumonia/sepsis)	2
Must use cane/service dog/other aids now	2
Medication change	1

## Question 25: By which types of health insurance, if any, are you currently covered? (Answered “Other”)

(For this question, 342 responders answered “other” for the types of health insurance. The number of responses is less than the number of responders as many had more than one additional insurance coverage, but 17 respondents said “not applicable” or something similar. The total number of responses to additional insurance coverage is 340 (this number is duplicated)). The most common types of insurance are listed in the chart below:

Types of Health Insurance	Number of Responses
Medicare supplement plan	52
Spouse covers	42
Anthem Blue Cross/Blue Shield	30
United Health Care	30
Christian Health Ministries Health Share Program	23
Private insurance	12
Humana	11
AARP Medicare supplement plan	10
Aetna	10
Dental coverage	9
COBRA/retirement plan	8
Mutual of Omaha	8
Medicaid	7
Medicare	7
Medicare Part D	7
Aflac	6
Essence	5
Marketplace/Affordable Care Act	5
Medicaid spend down	4
Medigap	4
Veteran Affairs coverage	4
Medicare Part D	3

Many items listed below could potentially fit above, but without additional information, they were not counted above: Aflac, Essence, marketplace/Affordable Care Act, Medicaid spend-down, Medigap, veteran affairs coverage, Medicare part d, medigap, vision coverage, Cigna, long-term care supplement, Medicare advantage plan, Ryan White waiver, survivor benefits, all state health solutions, America's choice insurance, disability insurance, employee assistance program, employer coverage, Gerber Life supplemental insurance, golden rule insurance, health savings account, insurance supplement plan (QMB, SLMB ), Kemper, Manhattan Life coverage, Medicare part a, medication savings club (Kroger), MedMutual protect, Oscar Insurance, parent covers, Physicians Mutual, preferred provider Organization, Prescription Coverage, Secondary Dental Coverage, TeamCare Insurance, Transamerica Insurance, TRICARE, Wisconsin Physician insurance, and Workers Compensation.

## Question 33a: What are the reasons you do not have high-speed internet/broadband at home? (Answered “Other”)

(For this question, 78 responders answered “other” because they don’t have high-speed internet/broadband. The number of outcomes is less than that of responders, as 19 respondents said “not applicable” or something similar. The total number of responses to why they don’t have high-speed internet or broadband access is 63 (this number is duplicated)).

Reasons for no highspeed internet/Broadband at home	Number of Responses
Cost/contract required	25
Issues with the internet in the area (slow, buffers too much)	9
Not available in the area	9
Don't know how to use	7
Use a smartphone/iPad	6
No computer	5
No phone	1
Use the library for access	1

## Question 35: If you prefer other modes of communication, please specify here.

(For this question, 1,268 responders answered "other" as their preferred mode of communication. The number of outcomes is less than that of responders, as 631 respondents said "not applicable" or something similar. The total number of responses to modes of communication is 694 (this number is duplicated)).

Types of Communication Preferred	Number of Responses
Mail	332
Phone/voicemail/texting	142
Face-to-face/in-person/ real person	59
Email	51
Bus/TV/radio advertisements	33
Through health professionals	10
Word of Mouth	10
Community events/networking	9
Newspaper/Evening News	9
Websites/chat features	9
Facebook/social media	7
Braille/sign language/large print/accessible websites/phones for hearing impaired	6
Webinar/video/Zoom etc.	6
Flyers posted on community boards	2
Information kiosks	2
Information through employer/service provider/senior center	2
Billboards	1
Church	1
County extension services	1
Alternative methods (drums and smoke signals/ESP)	2

## Question 36: What other needs not already addressed in this survey do you have to live and age with dignity in Missouri?

(For this question, 2,299 responders answered "other" as needs not already addressed in the survey. The number of outcomes is less than that of responders, as 778 respondents said "not applicable" or something similar. The total number of responses to additional needs is 1788 (this number is duplicated)).

Needs not already addressed in the survey	Number of Responses
Financial Assistance/Lower asset and financial limits on benefits/financial education	238
Senior housing (safe, affordable, universal design, retirement community, accessible)	173
No or lower taxes for older adults	129
Access to geriatricians, specialists, local health care, local hospitals	93
Transportation (affordable)	91
In-home care/ home health care (affordable)	87
Local social/recreational/exercise activities (also in evenings/weekends)	78
Home repair/retrofitting home programs	75
Health insurance (affordable/cover more/lower asset limits to qualify)	63
No wrong door (getting reliable information, access to programs, find out what is available)	61
Safe outside areas (lighting, sidewalks, parks, bicycle access, no crime)	44
Nursing home/assisted living locally (safe, desirable, affordable)	44
Caregiver services	43
Medication assistance (financial assistance/helping with instruction/checking interactions)	30
Utility and trash service fee deductions	29
Faster access to food stamps and other benefits (quicker response from state agencies)	24
Yard work assistance	24
Durable medical equipment (incontinence supplies, nutrition supplements, shower chairs, wheelchairs, walkers, etc.)	22
High-speed internet locally	21
Dental care locally (affordable)	19
Mental health services (counseling/therapy) locally	19
ADA parking and access to public buildings/parking for older adults who don't have ADA placards	19
Technology assistance	18
End discrimination (age, gender, LGBTQ, race, etc.)	16
Legal assistance (wills/health care directives/etc.)	16
Reliable/trustworthy handyman	16
Meals available (breakfast, dinner, weekend, holidays)	14
Respite (overnight/day)	14
Social worker/case worker/case manager	14
Senior center locally	13
Aging-in-place assistance	13
Burial/end-of-life planning and financial assistance	11
Cellular service locally	10
Employment assistance	10
Grocery store/shopping assistance (locally)	10
Spiritual/religious options	10

Allow assisted suicide	9
Car repair/purchasing assistance	9
Fraud/scam avoidance information	9
Hearing aid assistance (hearing services locally)/t-coil technology in public places for hearing impaired	9
Pet care assistance	8
A facility that provides rehab and therapy for cognitive disorders	6
Long-term care insurance (affordable)	6
Va services	6
Emergency/disaster preparedness	5
Emotional intelligence training for providers in health care/services	5
Food pantry access locally	5
Legislative support for older adults and adults with disabilities	5
Voting access (mail-in)	5
Better roads	4
Large print documents	4
LGBTQ specific services	4
Meals for those with allergies	4
Retirement preparation/assistance	4
Road safety	4
Support groups/counseling	4
Advocates	3
Faster aps response	3
Memory care options locally	3
No call list enforcement	3
Vision care (affordable)	3
Volunteer opportunities	3
Home health through LPHAs for underserved/uninsured	2
Insect remediation	2
Interpreters are available at all meetings, conferences, etc.	2
Local laundry facilities	2
Septic tank inspection and upkeep	2
Services for those under 60	2
Help with hoarding	2

In addition to the items in the chart, the following were mentioned only once: affordable cable TV, affordable hair salon/experience with individuals with disabilities, better drinking water quality, better infrastructure to avoid flooding, dating service for older adults, diabetes education, end junk mail, enforcement of traffic laws, expanded services for all, foot care, free/low-cost security cameras, full-service gas stations, health care not dictated by an insurance provider, higher education, in-home physical therapy, increased funding for services, lower cost delivery of meals from restaurants or providers, more childcare, more long-term care ombudsman program reps, multigenerational homes, Muslim and refugee communities, post-hospital release care, recovery housing, safe drinking water, safe living conditions (no mold, insects, drafty windows), senior hours in stores, teaching skills to people living alone, text access for emergency services statewide, and weatherization.

## Question D8: What is your source(s) of household income? (Answered “Other”)

(For this question, 946 responders answered “other” as their source of income in the survey. The number of outcomes is less than that of responders, as 17 respondents said “not applicable” or something similar. The total number of responses to other sources of income is 929).

Other Sources of Income	Number of Responses
401k/403b/IRA/retirement plan or pension	607
Full-time or part-time job/farming/contractor	124
Family/caregiver help	42
Real estate income	34
Alimony/child support	22
Annuity	17
Veterans' Administration	14
Social security/ social security disability/food stamps/public benefits	12
Trust fund/inheritance	9
Survivors benefit	7
Savings	6
Unemployment compensation/workers compensation	6
Investment income/certificates of deposit	5
Sale of business/business dividends	5
Blind pension	4
Foster care/adoption subsidy	4
Long-term disability policy	4
Deferred compensation	2
American kidney fund	1
Host home Department of Mental health compensation	1
Medicare advantage plan (utilities paid)	1
Subsidies	1
Tribal payments	1